

Personnel - General

Welcome to Europe



**Headquarters
United States Army, Europe
and Seventh Army
United States Army Installation
Management Agency, Europe
Region Office
Heidelberg, Germany**

13 Sep 2005

Soldier

Unit of Assignment

Sponsor's Name

Sponsor's Phone Number

Sponsor's E-mail Address

FORWARD

Welcome to the United States Army in Europe!

The U.S. Army in Europe is a great place to work! Soldiers are dedicated to the mission and every leader supports Soldiers, civilian employees, and family members. Europe offers a rich history, intercultural exchanges, and many other exciting recreational opportunities for you to enjoy.

This pamphlet provides valuable information to help you and your family with a smooth transition into the country and Army community. This information, with your sponsor's support, will familiarize you with European customs and services provided by Army in Europe agencies.

I believe you will find this assignment both challenging and rewarding. I am excited to have you and your family on my team and look forward to your participation in executing ***“Any Mission, Anywhere!”***

Headquarters
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United States Army Installation Management Agency
Europe Region Office
Heidelberg, Germany

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Personnel—General Welcome to Europe

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Summary. This pamphlet provides information to help Soldiers and their families prepare for an assignment in Europe.

Applicability. This pamphlet applies to Soldiers who will be assigned to or supported by HQ USAREUR/7A or IMA-EURO.

Forms. AE and higher level forms are available through the Army in Europe Publishing System (AEPUBS) at <https://www.aepubs.army.mil>.

Records Management. Records created as a result of processes prescribed by this pamphlet must be identified, maintained, and disposed of according to AR 25-400-2. Record titles and descriptions are available on the Army Records Information Management System website at <https://www.arims.army.mil>.

This pamphlet is available at <https://www.aeaim.hqusareur.army.mil/library/>.

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ARRIVAL INFORMATION

Soldiers on permanent change of station (PCS) orders to Germany will inprocess through the 64th Replacement Company. After you claim your luggage and clear customs at Frankfurt International Airport, a representative from the 64th will meet you. If a representative from the 64th Replacement Company is not there, go to the airport United Service Organizations (USO) in terminal 1 for assistance. You and your family members will be transported by bus to your gaining installation after a short inprocessing at session the 64th Replacement Company. When you arrive at your community, a greeter will help you get settled and provide information on your inprocessing and training schedule.

Soldiers on PCS orders to Italy must be met by their sponsor at the Marco Polo Airport (Venice) or Aviano Air Base. Sponsors will ensure Soldiers inprocess through the Vicenza Community Processing Facility (Davis Hall, Caserma Ederle).

Soldiers with an assignment to Brussels or Supreme Headquarters Allied Powers Europe (SHAPE) will arrive at the Brussels International Airport. If your sponsor is not at the airport, contact the Army representative assigned to the U.S. Armed Forces Passenger Liaison Office (APLO). This person is available to meet and assist military personnel and civilians arriving in Brussels. To contact the APLO call 707-1722 or 707-1702 during the day or 707-1769 evenings, weekends, and holidays. If the APLO is not on duty, contact your unit immediately.

INFORMATIONAL CLASSES AND SPOUSE INPROCESSING PROGRAM

You will be provided several briefings as part of inprocessing and your family members are encouraged to attend. The Army Community Service (ACS) provides the ***Benvenuti*** (Welcome) Program in Italy, Learning About Belgium (LAB), and the Learning About Germany (FLAG) class for newly arrived family members. These briefings provide information about the Army and local community. Contact the ACS at your new duty station for more information about these programs.

RELOCATION ENTITLEMENTS

Army personnel are entitled to reimbursement for PCS relocation costs. There are many factors to consider when determining PCS entitlements and allowances. Contact your military finance office for more details.

Relocation Entitlements and Benefits	Explanation
Dislocation Allowance (DLA)	Authorized allowance to help defray the cost of meals and temporary housing expense incurred during PCS moves.
Temporary Lodging Expense Allowance (TLE)	Compensation to offset cost of temporary lodging and meals when arriving or departing CONUS
Advance Pay and Allowance <i>Note: Must be repaid</i>	May request 3-months advance pay up to 60 days prior to moving. This benefit is designated for service members who anticipate extraordinary expenses to relocate.
Cost of Living Allowance (COLA)	Compensation provided to adjust for PCS in high-cost areas overseas.
Overseas Housing Allowance (OHA)	This benefit is for service members who live in private housing. OHA may not cover all housing related costs if expenses exceed the maximum rate allowable for that area. Soldiers must apply for OHA.
Temporary Lodging Allowance (TLA)	Compensation to offset cost of temporary lodging and meals when arriving or departing OCONUS.

DOCUMENTS TO CARRY WITH YOU

You should handcarry the following important documents with you:

- PCS orders.
- Medical, dental, and immunization records.
- Marriage certificates, divorce decrees, and birth certificates.
- Passports.
- Social security cards.
- Wills and powers of attorney.
- Education records.
- Car titles and shipping papers, car registrations, car insurance policies, drivers license.
- Household goods and shipping inventory.
- Employment records and references.
- Pet records.

PASSPORTS

Soldiers assigned to Europe are not required to have a passport. However, you must have your orders, identification card, (and leave form if in leave status) to clear customs.

Family members traveling overseas are required to have passports. Official or “no-fee passports” can be obtained at Government expense. The application process may take 3 to 4 weeks, so, you should begin the passport application process as soon as you receive your travel orders.

A birth certificate with a raised seal is required to apply for a passport. You can request a birth certificate from the Bureau of Vital Statistics in the state where you were born. The U.S. State Department requires both parents’ consent for new passports for children less than 14 years old. If one parent is unavailable because of geographic separation, divorce, or other circumstance, the parent applying for a child’s passport must obtain a signed statement from the absent parent that grants permission to take the child overseas.

Tourist passports are needed for personal travel in Europe. You may apply for tourist passports on arrival, but you should apply for the tourist passport while you’re still residing in the United States. You can find more information on tourist passports from the passport office near you, or from the U.S. State Department website at <http://travel.state.gov/>, or your local personnel services detachment.

PETS

Your decision to bring pets overseas is an important one. Consider the following before you decide:

- Type of pet (for example: Germany has restrictive laws on “fighting dogs”). Ask your sponsor to give you the pet restrictions for the housing and community.
- The animal’s age and health.
- Climate conditions at the new duty station.
- Quarantine regulations.
- Installation and housing requirements.



Pet Transportation

There are several things to consider before transporting a pet. They are:

- Air Mobility Command will transport only a dog or cat, and you will have to pay the cost of transport.
- Most civilian airlines do not transport pets during the summer months when the heat index is high.
 - FAA-approved kennels are usually required for travel.
 - Airlines reserve the right to refuse travel to any animal for any reason. Contact the airline for additional information.

After you’ve thought about the factors above, if you decide to bring your pet overseas be sure to—

- Have your pet checked by a veterinarian and bring all health records, shot records, and certificates. A veterinary health certificate must be issued no more than 10 days before departure from the United States.
- Have enough medications for the pet (60 days minimum) if applicable.

- Obtain and attach pet identification tags that include: the pet's name, stateside address, destination address, and a contact phone number.

DRIVING IN EUROPE

Driving in Europe is not the same as driving in the United States. In fact, members of the U.S. Forces and family members must apply for a U.S. Forces Certificate of License (in Germany), Allied Forces Italy (AFI) License, or SHAPE (Belgium) License to drive overseas. You can obtain this license from the driver's testing facility. Your sponsor can provide you a copy of the driver's handbook and examination manual for Germany, Italy, and Belgium or you can access one through the following websites:

Germany:

<https://www.aeaim.hqusareur.army.mil/library/pam/pdf/aep190-34.pdf>

Italy:

http://www.22asg.vicenza.army.mil/sites/directorates/img/drivers_guide.pdf

Belgium:

<http://www.80asg.army.mil/sites/directorates/dol/3Trans%20DTS.htm>

Soldiers, civilian employees, and family members assigned to Germany are not authorized to rent or drive automobiles or motorcycles until they receive their U.S. Forces Certificate of License. People assigned to Italy and Belgium have approximately 30 days to obtain an AFI or SHAPE driver's license and may rent

or drive a motorized vehicle using a valid stateside license during the interim period.

When you're driving in a foreign country other than the one you're assigned to, you should carry your stateside driver's license, the U.S. Forces, AFI, or SHAPE license and an international driver's license. The International Driver's License indicates that a person has a valid driver's license in their home country and is allowed to drive in the U.S. and overseas. It is printed in English, French, Spanish, Russian, Chinese, German, Portuguese, and Arabic. The international driver's license is easy to apply for and does not require a driving test. For more information on obtaining an international license, contact your local provost marshal or vehicle registration office.

Automobile and motorcycle insurance is mandatory when driving in Europe. There are several American companies that provide car insurance in Europe with competitive prices. Ask your sponsor about the insurance companies in your area.

POV Registration

You must have a valid U.S. Forces Certificate of License (Germany) or AFI Driver's License (Italy) to pick-up and register your privately owned vehicle (POV) shipped from the United States. If you're assigned to Belgium, you have 30 days to register your POV. Go to vehicle registration with the following documents when you are ready to pick up your POV:

- Military ID card.
- Proof of ownership or a power of attorney.
- U.S. Forces or AFI license.
- Insurance Confirmation Card (provided by your insurance company).
- DD Form 788 (shipping document).
- Two completed AE Form 190-AA (Application for Motor Vehicle Registration and Allied Transaction).

- A registration fee (\$15 money order or check for first time registration).

The vehicle registration office will issue you a temporary registration and temporary set of license plates so you may pick-up your POV. Once you have picked up your vehicle, it must be inspected at a POV inspection station. When your vehicle passes inspection, return to the vehicle registration office for your permanent registration and license plates.

Car Seats and Safety Belts

Car seats are mandatory and the laws are very strict in Europe. In Germany AE Regulation 190-1 requires that children 11 years of age or younger, or shorter than 150 centimeters (4 feet, 11 inches), use suitable child-restraint devices approved by either Economic Commission for Europe Regulation 44 or by the U.S. Department of Transportation when these children are transported in a U.S. Forces-plated POV. Children weighing more than 22 kilograms (48 pounds) must use booster seats or suitable approved devices with a vehicle's three-point (lap and shoulder) seatbelts.

The law is less restrictive for personnel assigned to Italy and Belgium; however, rules still require that children less than 3 years old use an appropriate child restraint (the adult seat belt is not sufficient). Children less than 3 years old may not travel in the front unless they are in a child restraint. Children less than 3 years old must sit in the front seat and use that restraint, if, an appropriate restraint is fitted in the front of the car, but not in the rear. Rearward-facing seats are designed to be used in the rear as well as the front. You should always put a rearward-facing baby seat in the rear of the car if the front passenger seat is fitted with an airbag.

In Europe, an appropriate child restraint must be worn by children aged 3 to 11 years and less than 1.5 meters tall (4 feet, 9 inches), if not, an adult seat belt must be worn. Contact your vehicle

registration or safety office for more information on automobile child safety belts rules.

Fuel Coupons

The Army and Air Force Exchange Service (AAFES) has a contract to sell fuel coupons to Soldiers in Europe. These coupons are used to purchase gas at selected civilian fuel stations, such as BP, Aral, Esso, AGIP and Fina. More information on the use of fuel coupons can be obtained at AAFES stores.

Parking

Most parking in Europe is either restricted to building residents or fee parking. Many towns are eliminating coin meters and require a prepaid ticket for the time you park. These tickets can be purchased from machines in the parking area. A sign on the machine shows the coins the machine accepts and the price for each unit of time; usually 30-minute increments. Insert money, press the button for the ticket, and place the ticket face up on the driver's side of the dashboard in your car.

Parking Garages

Most large cities have signs showing where parking garages are located. Some garages show how many free spaces are available inside. In Germany **Besetzt** means the garage is full; **Frei** means that spaces are available. In Italy **Pieno** means the garage is full, **Disponibile** or **Libero** means the garage has spaces available. In Belgium **Plein** means the garage is full, **Disponibile** means the garage has spaces available.

To enter parking garages, drive through the entrance marked **Einfahrt** in Germany, in Italy **Entrata** and in Belgium **Entrer**. As you approach the gate that blocks the entrance, pull up to the automatic ticket dispenser, take a ticket at the barrier on the way in by pushing the button marked **Drucken** in Germany, **Uscita** in Italy, and **Sortie** in Belgium. Keep the ticket with you because you must submit it to pay for parking before returning to your car.

When you're ready to leave, pay the garage fee at the *Kassenautomat* in Germany, *Pagare alla Cassa* in Italy, or *Payer la Machine* in Belgium or at the window (*Kasse*). You may get a receipt by pushing the button marked *Quittung* in Germany, *Ricevuta* in Italy and or *Reçu* in Belgium after your paid ticket comes back out of the machine. You have about 15 minutes to drive out of the garage or parking lot. Drive to the exit, marked *Ausfahrt* in Germany, *Uscita* in Italy, or *Sortie* in Belgium. Slide your ticket into the machine to open the barrier and you're free to go.

Distance Conversions

<i>Miles to Kilometers</i>			
Mile	Km	Mile	Km
1	1.6	50	80
5	8	55	88
10	16	65	104
15	24	75	120
20	32	85	136
25	40	90	145
30	48	100	160
40	64	120	193

<p><i>Gallon to Liter</i> <i>1 Gallon = 3.785 Liters</i> <i>Liters per 100 kilometers</i> <i>to miles per gallon</i></p>
5 liters/100 km = 47.3 mpg
10 liters/100 km = 23.6 mpg
12 liters/100 km = 19.7 mpg
15 liters/100 km = 15.8 mpg
20 liters/100 km = 11.83 mpg
25 liters/100 km = 9.61 mpg

CHILDCARE

Many communities have waiting lists for childcare services. Therefore, it is important to register your children in the Child and Youth Services (CYS) Central Registration system soon after arrival. The date of registration determines your placement on the waiting lists. Ask your community greeter about free hourly childcare during inprocessing. Your sponsor can send you contact information for the CYS registration office on your installation.

Exceptional Family Member Program

An exceptional family member is a child or adult with a physical, developmental, intellectual, or emotional condition that requires care beyond a general practitioner (for example, special medical treatment, therapy, education, training, counseling). The Exceptional Family Member Program (EFMP) is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated community support, housing, educational, medical, and personnel services to families with special needs.

Soldiers are required to enroll in the program at the time the need is identified or at least 9 months before the projected rotation date. All family members must be screened for the EFMP before the overseas command may authorize the family to relocate. Contact your local EFMP coordinator or ACS for more information about the EFMP.

STATUS OF FORCES AGREEMENT (SOFA)

You will often hear the term Status of Forces Agreement or SOFA during your assignment overseas. The SOFA plays a vital role in guaranteeing fair treatment of Soldiers and their family members. It defines the legal status of U.S. (Sending State) personnel and property in the territory of the host nation. The purpose of such an agreement is to establish rights and responsibilities between the United States and the host nation government on matters such as the wearing of the uniform, carrying arms, taxes, entry and exit of personnel and property (e.g. automobiles, personal weapons), resolving damage claims, and other activities such as postal, recreation, and banking.

More importantly, SOFAs deal with civil and criminal jurisdiction. They are a vital means by which the Department of Defense carries out its policy “to protect, to the maximum extent possible, the rights of United States personnel who may be subject to criminal trial by foreign courts and imprisonment in foreign prisons.” All civilian employees and family members going overseas will be provided a SOFA certificate for their passport. Contact your local military passport section for more information on the SOFA certificate.

EMPLOYMENT IN EUROPE

There are a variety of civilian-employment options within your community, which may include appropriated fund, nonappropriated fund, contractor positions as well as employment

with private business and industries. Contact the Family Member Employment Assistance Program representative in your community for more information. Another opportunity to gain work experience for future employment is by volunteering. Contact the installation volunteer coordinator for more information on volunteering opportunities in your community.

FAMILY HOUSING IN EUROPE

An assignment to the Army in Europe provides a unique opportunity to experience the European culture and lifestyle in a manner that is rarely possible as a tourist. The majority of families live on post in stairwell housing that has between 12 and 24 two-, three- and four-bedroom housing units.



Housing on post or in private rentals off post is usually available with minimal waiting periods (less than 30 days). On-post housing offers the advantage of being close to work and facilities such as the PX, commissary, church, theater, schools, and other recreational and support facilities. Off-post residents have the opportunity to experience European culture more fully, but there may be a longer commute.

The Army Housing One-Stop website provides information on the availability of housing at any location worldwide (<http://www.onestoparmy.com>). It also provides details on what to expect at the new location and procedures specific to the new duty station as well as a current waiting list, photographs of houses, floor plans, maps, and more.

ELECTRICITY AND APPLIANCES

The electrical current in Europe is 220 volts (110 volts is the standard in the United States). Therefore, transformers (which transform the 220 volt current to 110 volts) are often used for appliances such as hairdryers and coffeepots. However, the electrical current in Europe is 50 cycles per second (60 per second is the standard in the United States) so electrical appliances with a timer (clocks, microwave ovens, etc.) may not operate properly even with a transformer. Additionally, European electrical sockets are not shaped to accommodate American-style plugs. That does not mean all electrical appliances should be left in storage.

Lamps should be brought as they are the easiest to convert, requiring only a 220 volt light bulb and plug adapter (to adapt the American plug to the European socket). Both are readily available in the PX. New electric clocks and small appliances are available in the PX or in European shops. Previously used clocks and appliances are widely available in second-hand stores. Transformers are available from the PX (although they are expensive) or used from second-hand stores.

Many electronics (TVs, DVDs, stereo equipment, computers, etc.) are now “dual voltage” and can be operated safely on any electrical current without the need for a transformer. However, be sure to follow the instruction booklet for proper conversion before plugging in an appliance!

RADIO and TV

The American Forces Network (AFN) has a variety of American TV channels and radio stations available in Europe. If you live in Government housing, in Germany or Italy you will receive all AFN TV channels for free. AFN cable is available by purchasing or renting an AFN decoder if you reside off-base. Personnel in Germany who wish to receive additional English channels can

establish an account with the Telekom Kabel Service (TKS) shop. Personnel in Italy and Belgium can contact the local cable provider for service.

BANKING

American credit cards are usually accepted by the larger European stores and companies. Most American ATM/debit cards can be used in European ATMs to withdraw European currency, although there is a processing fee.

Most military personnel and DOD civilians find banking in Europe easiest when they open an account at an overseas bank, such as the “Community Bank,” or set up an account with a credit union. These establishments are available on post and offer the same services as banks in the United States (for example, ATM cards, savings and checking accounts, loans, automatic bill paying for rent and utilities).

German, Italian, and Belgian bank accounts are also available for your banking convenience. Automatic bill paying is possible by signing a ***Dauerauftrag***, in Germany or ***Deduzione Regolare*** in Italy. In Belgium, there are two basic types of bill-paying services. The standing order ***Ordre permanent/doorlopende opdracht*** is used to make payments where the amount and regularity do not vary, such as rent or mortgage. ***Domiciliation de paiement/domiciliering van betalingen*** is an automatic payment that allows telephone, utilities, credit card, and cable TV companies, among others, to debit your current account for the amount you owe.

Many European businesses accept payments with a European ATM card, but more often with a EuroCard, which operates like a debit card.

Exchanging Money

The Community Bank and credit union ATMs dispense both American and European currencies. Most European banks, airports, and railway stations exchange European currencies for dollars. Some European post offices will also exchange European currencies for dollars.

TAX-RELIEF FORMS

Tax Relief Forms (Germany)

In Germany, the listed price includes tax unless otherwise stated. Virtually everything sold in German stores comes with a 16 percent value-added tax (VAT). This includes clothing, appliances, furniture, and house and car repairs. However, U.S. military members and DOD employees can avoid paying VAT through the Tax-Relief Program. Normally, VAT forms are accepted by established businesses in military communities; however, German merchants are not obligated to honor this program. It is best to ensure the vendor accepts VAT forms before standing in line to checkout.

Tax forms are available for a small processing fee at the tax-relief office on post. It is possible to purchase up to 10 tax forms at a time.

For purchases under €2,500—

- Select the merchandise and present the VAT form to the merchant.
- Pay the marked price minus the 16 percent VAT.
- Sign the tax form and keep the copies designated for you. The merchant keeps the rest.
- Return the original white copy to the VAT office in person or by mail.

The same VAT form is used for purchases over €2,500, but these transactions must be processed by the tax-relief office.

Tax Relief Forms (Italy)

Tax relief is also available in Italy for up to 20 percent of the cost of your purchase. As in Germany, merchants are not obligated to participate in this program. Additionally, the tax-relief office cannot accept requests from businesses in the Venezia Friuli (Aviano, Pordenone, Udine, etc.) regions. Items that may be purchased include appliances, bicycles, clothing, electronics, furniture, outdoor items, and tools. You may not use tax relief to pay for the following:

- Medical expenses.
- Personal services such as airline tickets, car rentals, hotels, and lawyer fees.
- Apartments, houses, and land.
- Weapons.
- Animals.

You must get a ***preventivo*** (bill) to participate in this program. It must show the amount of the purchase with and without the tax relief. Take the ***preventivo*** to an Italian bank and get an ***assegno circolare*** (bank draft), then, take the bank draft and \$10.00 service fee to the tax-relief office.

The tax-relief office will give you the application, ***preventivo*** and ***assegno circolare*** in a sealed envelope, which you must return to the merchant. At this time, you will receive your goods or have them delivered to your residence. For more information contact the tax-relief office.

POST OFFICE BOXES AND EUROPEAN POST



Your sponsor can establish a post office box for you with a copy of your PCS orders. Opening a mailbox before your arrival allows you to ship items and have your mail forwarded to your new duty station before you arrive. The Army post office (APO) system provides mail service to other intratheater military addresses at no cost to customers. However, there may be occasions when you need to use a European post office.

Deliveries in Europe usually take 1 or 2 days, and express service is also available. The cost for a normal letter is approximately €0.56, a post card is €0.51, and airmail is €1.53 within Europe. When using the German or Italian post to send mail to an American facility, use the facility's German or Italian address—an APO address is not sufficient.

RESTAURANTS



Food, beer, and wine in Europe are delicious! You can usually find a good selection of eating establishments in every town.

Each establishment posts a menu and price list on or near the door so you can check the menu and prices before entering the restaurant. Taxes are already included in the posted price of each dish in most European countries.

You may choose your own table unless there is a host to seat you. Tables marked ***Stammtisch*** in Germany and ***Riservato*** or

Prenotato in Italy are reserved for regular customers. Patrons often share tables at restaurants. If there are empty seats at a table which is already occupied, someone else may sit down in a vacant space and order a meal. So, don't hesitate to take a seat at the end of a half-occupied table.

Ask for a **Karte** if you would like a menu in Germany. A **Speisekarte** is for meals, and a **Weinkarte** is the wine list. You may be served the meal of the day, if you ask for a **Menu**—it means a set-price meal of two or three courses. The Speisekarte is generally divided into appetizers (**Vorspeise**), main dishes (**Hauptgerichte** or **Hauptgang**), and dessert (**Nachtsch**).

When you enter a restaurant in Italy, it is customary to say **Buongiorno** or **Buonasera!** This greeting informs the waiter that you're looking for a seat. After sitting down, do not expect the **cameriere** or **cameriera** (waiter or waitress) to come immediately. When they do, they will bring a menu and ask **Cosa vi porto da bere?** (What would like to drink?) Expect everything to feel comparatively slower as the pace of the average Italian meal is slower than the pace in America. Your waiter may take the first and second course order together. Look for a **menu fisso** or **menu turistico** to learn the specials.

In Germany, whoever is served first should start eating without waiting for others to be served. It's not rude; it's practical. Most European restaurants serve meals when they are ready fresh off the stove. It is customary to eat as soon as the dish is placed on the table.

In Italy, if you and your companion order together, the dishes should be ready within minutes of each other but sometimes the meals are not brought to the table together. It is preferable to start eating after everyone is served but in the friendly and less formal atmosphere of a pizzeria most people insist you eat your pizza when it is hot and not wait for others.

In Europe, there is no such thing as free drink refills; whether it is soda or coffee. Be aware that drinks are not cheap. Three colas may cost more than your meal!

Doggy bags are not common in most European restaurants. In military communities, restaurants may offer doggy bags, but Europeans don't ask for them.

Signal your waiter or waitress when you're ready to pay the bill in Germany by saying, **Hallo** or **Zahlen, bitte**; in Italy you would say, **Il conto, per favore**. Europeans consider meals a social experience and take much longer to eat than Americans. The table is yours for as long as you want it, even after the dishes have been cleared.



Normally, the bill is paid at the table. In Germany and Italy most of the tip is included in the bill. Never leave the tip or **Trinkgeld** (in Germany) or **mancia** (in Italy) on the table; give it directly to the server. The unwritten rule is to round up a bit. This will save a lot of time in counting out exact change and it gives the servers a bit of **Trinkgeld** or **mancia**.

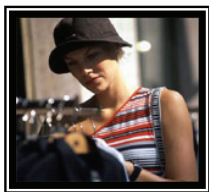
Handy Words to Know

In Germany, a **Restaurant** is the same as in the States. A **Gasthaus** is a smaller restaurant with a smaller selection. **Weinstube** or **Weinkeller** is a wine bar. **Biergarten**, **Bierhalle**, **Bierstube** and **Bierkeller** are pubs which may serve a limited selection of food but not always full meals. They feature beer and may offer several different brands on tap.

Italians enjoy the dining experience! A good meal in the company of family and friends is considered one of the pleasures of life. Typical Italian meals consist of three courses. **Il primo piatto** (first course) is mostly pasta served in hundreds of different shapes and sauces. **Il secondo piatto** (second course) consists of fish or meat

and is always accompanied by a side dish (*contorno*) of vegetables followed by *la frutta* or *il dolce* (fruit or, dessert).

SHOPPING



AAFES provides merchandise and services similar to stores in America. Naturally, there are a wide variety of shops on the European economy. There are excellent values on specialty products, especially in stores that offer tax-free programs for Americans. It pays to comparison shop in Europe, just like in the United States.

In Germany, stores are allowed to stay open until 8:00 p.m., Monday through Saturday. However, many stores close at 6:00 p.m. or 7:00 p.m. during the week and at 2:00 p.m. on Saturday. Often, small businesses close for a 1- to 2-hour lunch break at midday. On Sundays, most shops are closed, but the local bakery may be open. Additionally, resort souvenir shops, gas stations, airports, and railway station shops may remain open.

Stores close by 7:30 p.m., Monday through Saturday, and for a few hours for lunch in Italy. Generally, stores are not open on Sundays in Italy, but that trend may be changing.

Stores open at 9 a.m., close at 6 p.m., Monday through Saturday, and are closed on Sundays in Belgium.

Return policies in Europe vary from store to store, but most are not as flexible as stores in America. In Europe, it is preferred that you exchange a returned item for something else. Returning something without a receipt is usually not possible.

At small shops (such as bakeries, butchers, or vegetable stands) people may not form a line or take a number. Therefore, stand close to the store counter. Store clerks are pretty good at serving

customers in the order that they arrived to the counter. However, don't be shy about speaking up when it's your turn.

Grocery Shopping

Military commissaries are managed by the Defense Commissary Agency (DECA). They provide products and services similar to supermarkets in the United States. In fact, they can special order items from the United States that are not available in military communities overseas.

Supermarkets on the Economy

Most people bring a basket or bag to the store to carry their items home. Otherwise, you must purchase a bag each time you shop. Also, you must bag your own groceries after paying the cashier. Europeans shop frequently for fresh foods and often buy cheese and cold cuts in portions of 100 grams (less than a quarter of a pound).

Usually, a €1 coin deposit is required for using a shopping cart. There is a little slot on the handle of the shopping cart (on the right side) that accepts a €1 coin. You can retrieve your coin when you return the cart.

Useful Conversions

Grocery Equivalents	
If you want—	Ask for—
1 ounce	25 grams
1/4 pound	125 grams
1/3 pound	175 grams
1/2 pound	250 grams
3/4 pound	375 grams
1 pound	480 grams

<i>Temperature</i>					
C° to F°		C° to F°		C° to F°	
-15	5	15	59	120	248
-10	14	20	68	130	266
-5	23	25	77	140	284
0	32	30	86	150	366
5	41	40	104	200	392
10	50	110	230	150	366

<i>Men's Sizes</i>							
Suits/Coats		Slacks		Shirts		Shoes	
U.S.	European	U.S.	European	U.S.	European	U.S.	European
32	42	30	75	14	36	6½	39
34	44	32	80	14½	37	7	40
36	46	34	85	15	38	7½	40½
38	48	36	90	15½	39/40	8	41
40	50	38	95	16	41	8½	41½
42	52	40	100	16½	42	9	42
44	54	42	105	17	43	9½	42½
46	56	44	110			10	43
48	58	46	115			10½	43½
50	60					11	44

<i>Women's Sizes</i>									
Blouses		Bras		Stocking		Shoes		Underwear	
US	EUR	US	EUR	US	EUR	US	EUR	US	EUR
28/6	34	30	65	8	0	4	35	XS	60
30/8	36	32	70	8 ½	1	4 ½	35 ½	S	65
32/10	38	34	75	9	2	5	36	M	70
34/12	40	36	80	9 ½	3	5 ½	36 ½	L	75
36/14	42	38	85	10	4	6	37	XL	80
38/16	44	40	90	10 ½	5	6 ½	37 ½		
40/18	46	42	92			7	38		
42/20	48					7 ½	38 ½		
						8	39		

<i>Children's Sizes</i>			
Clothing		Shoes	
U.S.	European	U.S.	European
2	92	2	20
3	98	3	21
4	104	4	22
5	110	5	23
6	116	6	24
7	112	7	25
8	128	8	26
9	134	9	27
10	140	10	28
11	146	11	29
12	152	12	30

<i>Infant's Sizes</i>						
US	Newborn	3 months	6 months	9 months	12 months	18 months
GE	56	62	68	74	80	86

TELEPHONES

Each military base has a different prefix to call using the defense switched network (DSN) or a civilian landline. The following are examples of the most used numbers.

Community/Installation	DSN Prefix	Civilian Prefix	Last Digits of DSN Number
Ansbach, Germany	468	0981-183	-XXX
Aviano, Italy	632	0434-66	-XXXX
Bamberg, Germany	469	0951-300	-XXXX
Baumholder, Germany	485	06783-6	-XXXX
Brussels, Belgium	365-9	02-707-9	-XXX
Camp Darby, Italy	633	050-54	-XXXX
Chièvres, Belgium	361	068-27	-XXXX
Darmstadt, Germany	348	06151-69	-XXXX
Garmish, Germany	440-2	088821-750	-XXX
Grafenwöhr, Germany	475	09641	-XXXX
Hanau, Germany	322	06181-88	-XXXX
Heidelberg, Germany	370	06221-57	-XXXX
Heidelberg Hospital, Germany	371	06221-17	-XXXX
Hohenfels, Germany	466	09472-83	-XXXX

Community/Installation	DSN Prefix	Civilian Prefix	Last Digits of DSN Number
Kaiserslautern, Germany	483	0631-411	-XXXX
Landstuhl, Germany	486	06371-86	-XXXX
Mannheim, Germany	380	0621-730	-XXXX
Ramstein, Germany	480	06371-47	-XXXX
SHAPE, Belgium	606-254/423	065-44	-XXXX
Shinnen, Netherlands	360	046-443-7	-XXX
Schweinfurt, Germany	354	09721-96	-XXXX
Stuttgart (Patch Bks.), Germany	430	0711-680	-XXXX
Vicenza, Italy	634	0444-71	-XXXX
Vilseck, Germany	476	09662-83	-XXXX
Wiesbaden, Germany	337	0611-705	-XXXX
Würzburg, Germany	350	0931-889	-XXXX

Each German community has a local prefix called a ***Vorwahl*** that starts with '0' and may vary in length. Some phone numbers are 10 digits long while others are much shorter. People may assume you know their telephone prefix and give you only the last digits of their number. So, ask for the ***Vorwahl***, if you are unsure.



In Italy, telephone numbers will be divided into area code and number. The area code is always used even for local calls.

Pay Phones

Many public phones have instructions in English. Simply, press the button under or next to the British Flag to set the display to English. Pay phones may be credit card or coin operated. The minimum cost for a local call is about 20 cents; coin-operated pay phones do not return change for unused time. The cost for calls is based on the distance and duration of the call. A beep sounds when you've used all your money and your call will be ended in a few seconds.

Phone cards are the size of credit cards and can be purchased at post offices, train stations, gas stations, and some stores. Phone cards can be used only in the country where you purchased the card. Each time you slide the card into the slot, the display shows how much money you have remaining on your card.

A few (*very few*) restaurants and bars offer customer pay phones. Sometimes you will find meters attached to the phones that show the length or number of units of the call. The duration or number of units is used to determine the cost of the call.

Cell Phones



Cell phones are extremely popular in Europe. Germans call it a **Handy**. Several different networks are available in Germany, including D1, D2, and E-Plus. Each service offers competitive prices that often include the phone itself. In Italy, you may find service from Italian Telecom, Omnitel, Wind, and Infostrada among others. To find your way through the **Handy** jungle, study all the offers carefully and pay special attention to the costs for time on your service contract.

Calling the United States

Long distance service company rates differ, so check which service is best for you. There are several methods of obtaining long distance service: calling cards, direct dial, and direct dial call-by-call.

A calling card is an easy solution for calling home from Europe and almost anywhere the military takes you. It gives you access to a company network through a toll-free access number.

You can dial direct from European phones. Charges are made per unit and may vary according to time, day, or special offers. Telephone rates in many European countries may be competitive with those in the United States. To make a call to the United States, dial 001 + area code + number. Dial 011 + country code (see country codes table below) + city code without the 0 + number for calls from the United States.

You can also use direct dial “call-by-call” as it is called in Germany. The rates of the different providers vary widely. Direct dial can be used from any residential or business phone but not from public phones or cell phones. Charges are made per unit and may vary according to time, day, or special offers available. There is no prior registration required and you do not have to change your current long distance carrier. Just dial the special prefix (010xx) of the provider chosen. The charges incurred will appear on your regular phone bill.

Calling Other European Countries

To call outside the country you live in, dial the access number and a country code before you dial the area code and local number. For example, to make a call from Italy to Heidelberg, Germany, you dial 0049-6221-XXXX.

Country Codes	Number
Belgium	32
Italy	39
Germany	49
England	44

PRIVATELY OWNED FIREARMS



Soldiers are no longer allowed to ship, transport, or handcarry privately owned firearms into Germany unless they have a German weapons possession card ***Waffenbesitzkarte*** and the weapons are registered in the German system before entering the country.

Personnel assigned to Belgium must apply through their chain of command and the SHAPE Vehicle Registration Office.

Personnel assigned to Italy are not allowed to ship, transport, or handcarry firearms into Italy.

Compliance with these laws is necessary to avoid the possibility of criminal prosecution for unauthorized possession of weapons or punishment under the Uniformed Code of Military Justice.

EURO CURRENCY INFORMATION

The currency used for purchasing goods and services in American military facilities is the U.S. dollar. The currency used for purchasing goods and services in most European countries is primarily the euro (€). The euro is currently not accepted in Denmark, Sweden, or the United Kingdom. The Euro is divided into 100 cents. Euro currency consists of eight coins and seven banknotes.



TIME OF THE DAY, DAYS OF THE WEEK, AND SEASONS

Times of Day

English	German	Italian	French
Morning	Morgen	Mattina	Matin
Lunch Time	Mittag	Mezzogiorno	Heure du déjeuner
Evening	Abend	Sera	Soir
Night	Nacht	Notte	Nuit

Days of the Week

English	German	Italian	French
Sunday	Sonntag	Domenica	Dimanche
Monday	Montag	Lunedì	Lundi
Tuesday	Deinstag	Martedì	Mardi
Wednesday	Mittwoch	Mercoledì	Mercredi
Thursday	Donnerstag	Giovedì	Jeudi
Friday	Freitag	Venerdì	Vendredi
Saturday	Samstag	Sabato	Samedi

Seasons

English	German	Italian	French
Spring	Frühjahr/Frühling	Primavera	Le Printemps
Summer	Sommer	Estate	L'été
Autumn	Herbst	Autunno	L'automne
Winter	Winter	Inverno	L'hiver

MORALE, WELFARE, AND RECREATION

Army communities in Europe include many sport and fitness activities such as beaches, marinas, child and youth facilities, libraries, fast foods and casual dining restaurants, golf courses, bowling allies, theaters, family support service centers, and a host of things to do and places to go for a sense of belonging and community. Visit your local morale, welfare and recreation (MWR) office to learn more.

IMA-EURO MWR

<http://www.mwr-europe.com>

U.S. Army MWR

<http://www.armymwr.com>

DEPARTMENT OF DEFENSE DEPENDENTS SCHOOLS

The Department of Defense Dependents Schools (DODDS) operates approximately 111 schools in five districts located in 10 foreign countries. All DODDS are fully accredited by U.S. accreditation agencies. Approximately 6,000 educators and support staff serve DODDS-Europe's 45,000 students.



DODDS-Europe serves the children of military personnel and DOD civilian employees throughout the European Command. Children of enlisted military personnel represent 80 percent of the total enrollment in DOD Dependent Schools.

The DODDS-Europe headquarters is in Wiesbaden, Germany. DODDS aims for a better pupil-to-teacher staffing ratio and school funding than that found in the United States. Per pupil expenditures are in excess of \$12,000, and the staffing ratios are around 23:1 with targets of 18:1 in grades 1, 2, and 3.

Registration and Transcripts



Registration information can be found on the DODDS-Europe website (<http://www.eu.dodea.edu>).

Families can begin the registration process online. On arrival at school, documents needed for enrollment include the following:

- Sponsor's travel orders or similar documents.
- Immunization records.
- Birth certificate or passport of new kindergarteners and first graders to verify their date of birth.
- Student's education records from the previous school.

Information on transcripts and student records can be found at <http://www.dodea.edu/transcript>.

RELIGIOUS SUPPORT

Each garrison community has a command chaplain who advises the command and coordinates religious support for the installation and its supporting units. The following services are available to Soldiers, family members, and authorized DOD civilians:

- Chapels and other support service agencies.
- Worship opportunities for distinctive faith groups.
- Religious education programs for all ages.
- Religious organizations to enhance moral and spiritual growth.
- Pastoral counseling with chaplains and certified personnel.
- Family-life centers to enhance religious growth for Soldiers and civilians.

Contact your local chaplain for more assistance.

COUNTRY INFORMATION

Visit the links below to learn more about the history, people, and country of your next assignment:

Germany

The World Fact Book at

<http://www.cia.gov/cia/publications/factbook/geos/gm.html>

Infoplease.com at *<http://www.infoplease.com/ipa/A0107568.html>*

Italy

The World Fact Book at

<http://www.cia.gov/cia/publications/factbook/geos/it.html>

Infoplease.com at *<http://www.infoplease.com/ipa/A0107658.html>*

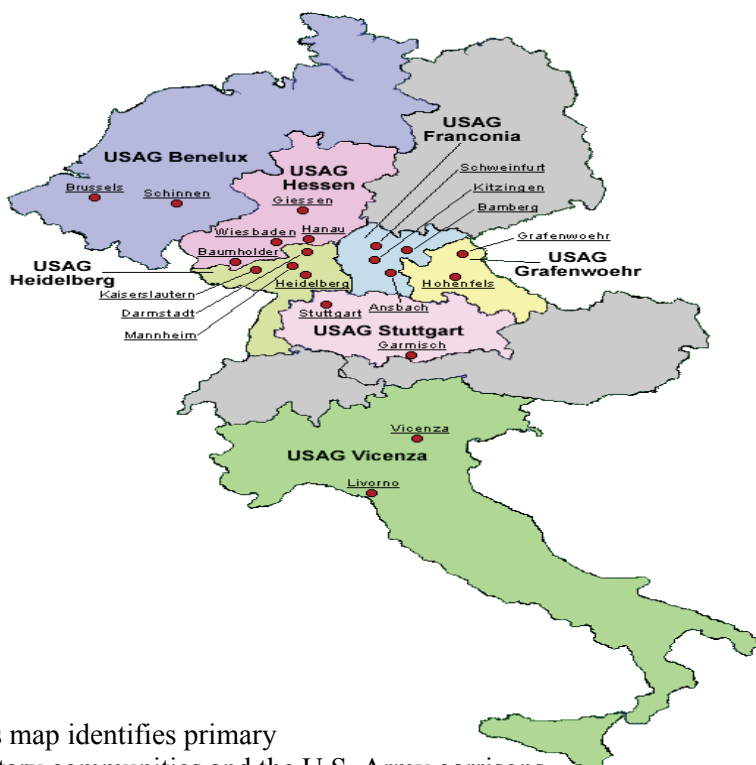
Belgium

The World Fact Book at

<http://www.cia.gov/cia/publications/factbook/geos/be.html>

Infoplease.com at *<http://www.infoplease.com/ipa/A0107329.html>*

GARRISONS



This map identifies primary military communities and the U.S. Army garrisons supporting those communities.

WEBSITE RESOURCES

<i>Relocation Information and Service</i>	
http://www.hqusareur.army.mil/	http://www.ArmyOneSource.com
http://www.military.com	http://www.dod.mil/militarypay
http://www.dtic.mil/perdiem	http://www.dmdc.osd.mil/sites
http://www.whereismypov.com	http://www.myarmylifetoo.com
http://www.militaryhomefront.org	http://www.armygermany.com/index.html
http://www.defenselink.mil/mapsite/money.html	
http://www.defenselink.mil/specials/itsyourmove/	

<i>Housing</i>	
http://www.army-lodge.com	http://www.homefair.com
http://www.monstermoving.com	http://www.housing.army.mil
<i>Children</i>	
http://www.dodea.edu	http://dod.mil/mtom/
http://mfrc-dodqol.org/mcy/sitemap.htm	
<i>Employment</i>	
http://dod.mil/mapsite/jobs.html	http://www.milspouse.org
http://dod.mil/mapcentral/spouse.html	
http://www.chra.eur.army.mil/	




TELEPHONE NUMBERS

Emergency Telephone Numbers

Dial the local area prefix before dialing the 3- or 4-digit code to reach the military police or other emergency service from a civilian phone. Dial only the 3- or 4-digit code if you're using a DSN telephone.

Example: Heidelberg local area prefix is 06221 and the DSN access code for Patrick Henry Village is 57. When dialing the MPs from an off-post Heidelberg location, dial 06221-57-114.

Contact the local area military operator in Germany and Belgium (113), and Italy (1110) or your sponsor for more information on how to contact the military emergency services in your area.

Military Emergency Agencies	Germany	Italy	Belgium
Police 	114	911	101
Fire Department 	117	911	100
Ambulance 	116	911	100

Additional Numbers

Newcomer's Unit: _____

Newcomer's Work Phone: _____

Personnel Administration Center: _____

Newcomer's Mailing Address: _____

Installation Post Office Center: _____

Newcomer's Home Phone: _____

In/Out Processing Office: _____

Housing Office: _____

Billeting Office (24 hours a day): _____

Finance Office: _____

Civilian Personnel Advisory Center: _____

Red Cross: _____

Child Development Center: _____

Youth Activities Center: _____

POV Shipping Terminal: _____

POV Registration: _____

GLOSSARY

AAFES	Army and Air Force Exchange Service
ACS	Army Community Service
AE	Army in Europe
AEPUBSO	Army in Europe Publishing System
AFI	Allied Forces Italy
AFN	American Forces Network
AKO	Army Knowledge Online
APLO	Armed Forces Passenger Liaison Office
APO	Army Post Office
AR	Army regulation
ATM	Automated Teller Machine
BP	British Petroleum
CLAIMS	Claims, Liability, Assessment, Investigation, and Mitigation Surveys Program
CYS	Child and Youth Services
DA	Department of the Army
DD	Department of Defense
DECA	Defense Commissary Agency
DOD	Department of Defense
DODDS	Department of Defense Dependents Schools
DSN	Defense Switched Network
EFMP	Exceptional Family Member Program
FLAG	Families Learning About Germany
ID	Identification
LAG	Learning About Belgium
MWR	Morale Welfare and Recreation
OHA	Overseas Housing Allowance
PCS	Permanent Change of Station
POV	Privately Owned Vehicle
PX	Post Exchange
SHAPE	Supreme Headquarters Allied Powers Europe
SOFA	Status of Forces Agreement
U.S.	United States
USO	United Service Organizations
VAT	Value Added Tax

GERMANY

ENGLISH

<i>Ausfahrt</i>	Exit
<i>Besetzt</i>	Full or occupied
<i>Biergarten, bierhalle, bierstube and bierkeller</i>	Pubs which serve alcohol and a selection of food.
<i>Einfahrt</i>	Entry
<i>Frei</i>	Free
<i>Dauerauftrag</i>	Standing order for automatic bill paying
<i>Drucken</i>	Press
<i>Gasthaus</i>	Hotel
<i>Halo or zahlen, bitte</i>	May I have the bill please
<i>Hauptgerichte or hauptgang</i>	Main course
<i>Karte</i>	Menu or map
<i>Kassenautomat</i>	Automated cash machine to pay for parking
<i>Menu</i>	A set-price meal of two or three courses
<i>Quittung</i>	Receipt
<i>Speisekarte</i>	For meals
<i>Stammtisch</i>	Table reserved for regulars
<i>Weinkarte</i>	Wine list
<i>Nachtisch</i>	Dessert
<i>Trinkgeld</i>	Tip
<i>Vorspeise</i>	Hors-d'oeuvre
<i>Vorwahl</i>	Telephone prefix
<i>Weinstube or weinkeller</i>	Wine bar or wine cellar

ITALIAN

Benvenuti
Buongiorno or buonasera
Cameriere or cameriera
Contorno
Cosa vi porto da bere?
Deduzione regolare

Disponibile or libero

Entrata
IL conto, per favore
IL primo piatto
IL secondo piatto
La frutta or il dolce
Mancia
Menu fisso or menu turistico
Pagare alla cassa
Pieno

Preventivo
Ricevuta
Riservato or prenotato
Uscita

ENGLISH

Welcome
Good day or good evening
Waiter or waitress
Side dish
What would like to drink?
Regular deduction, "for automatic
Bill Paying"
Available or free, "the garage has
space available"
Entrance
The bill please
First course
Second course
Fruit or dessert
Tip
Fixed menu or tourist menu
To pay to the case "for parking"
Full as in "the parking garage is
full"
Bill
Receipt
Table reserved
Exit

BELGIAN

Assegno circolare

Disponible

Domiciliation de

*paiement/domiciliering van
betalingen*

Entrer

*Ordre permanent/doorlopende
opdracht*

Payer la machine

Plein

Reçu

Sortie

ENGLISH

Bank draft

The garage has spaces available

Allows companies (telephone,
utility, credit card, cable TV etc.) to
debit your account for the amount
you owe.

Entrance

Standing order used to make
recurring payments, such as rent or
mortgage

Automated cash machine to pay for
parking

The garage is full

Receipt

Exit